

IBM Problem Determination Tools

Customer Experiences

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PD/CICS Tools - Core Business Value

PD Tools...

Problem determination tooling for any client performing new or existing z/OS application development or system programming related activities which access/exploit the latest levels of subsystems (CICS, DB2, IMS, MQ, WAS) and languages (COBOL, PL/I, ASM, C/C++, JAVA)

CICS Tools...

Cost affordable accelerators, offering market leading business flexibility is the construction, maintenance, and management of highly agile CICS TS transactional applications

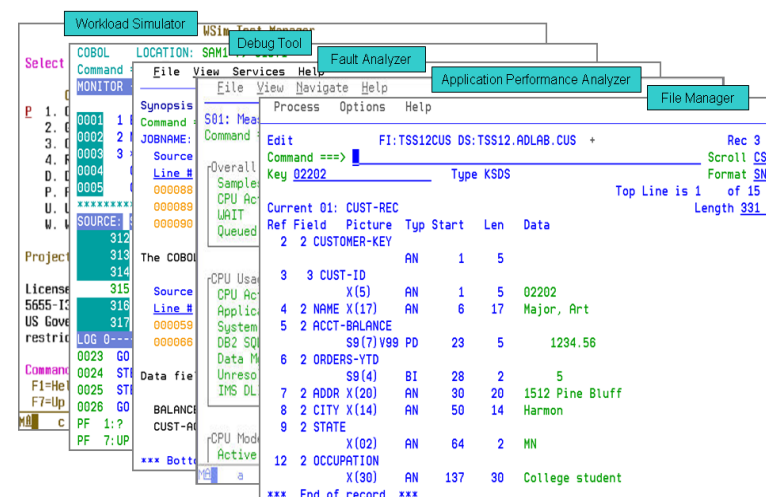
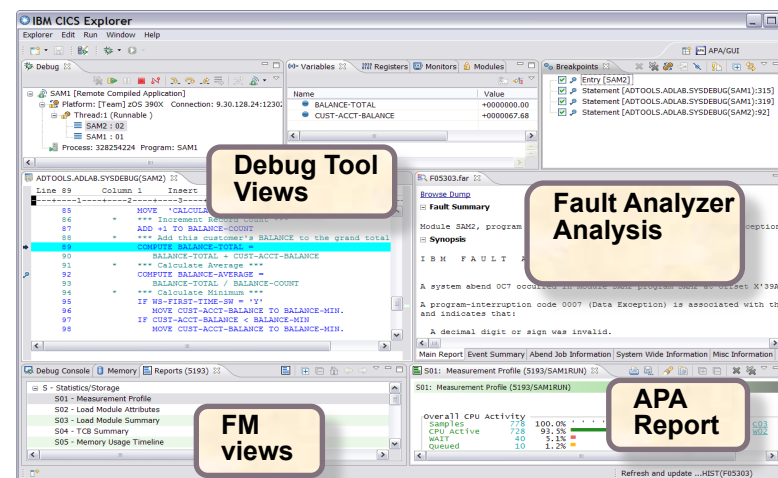
Summary - Problem Determination Tools suite

Key PD Tools:

- File Manager for z/OS* Data management tool supporting key file structures like VSAM, DB2, CICS, and IMS
- Fault Analyzer for z/OS* Helps you rapidly pinpoint cause of failed application (program abend)
- Debug Tool for z/OS* Source code debugging to improve development productivity
- Application Performance Analyzer for z/OS* Monitor performance at the application level
- Workload Simulator for z/OS and OS/390* Regression and Load testing of interactive z/OS applications

Other PD Tools

- Hour Glass – date time manipulation
- ISPF Productivity Tool – less key strokes for ISPF and boosts performance on common PDS functions like high speed copying
- IBM Migration Utility – Transforms programs written in CA Easytrieve, Easytrieve Plus or PanAudit to COBOL for modernization



- **Key CICS Tools**

- CICS Interdependency Analyzer* (IA) Collect active application inventory for efficient resource understanding
- CICS Performance Analyzer* (PA) Batch performance reporting/analysis for tuning and capacity planning
- CICS Configuration Manager* (CM) Administrating and maintaining CICS resource definitions
- CICS Deployment Assistant* (DA) Provisioning CICS TS runtime regions
- CICS VSAM Recovery (VR) Automate the recovery of lost VSAM data
- CICS Transaction Gateway* (CICS TG) IBM' s most popular connector from WebSphere to CICS

- **Other CICS Tools**

- CICS VSAM Transparency (VT) Enable VSAM to DB2 migration without changes to existing applications
- CICS Batch Application Control (BAC) Manage state of file resources from a batch program
- IBM Session Manager* (ISM) and CL/Supersession (CL/SS) Access to multiple z/OS applications from a single terminal
- CICS OTTO (OTTO) Optimize outbound 3270 data streams to improve performance

Problem Determination Tools V12 GUIs To Meet Your Client's Needs

- The GUIs are available in a PD Tools Studio eclipse based GUI environment, with CICS or IMS Explorers for systems personnel, or integrated with [Rational Developer for System z](#) for your full blown application development environment

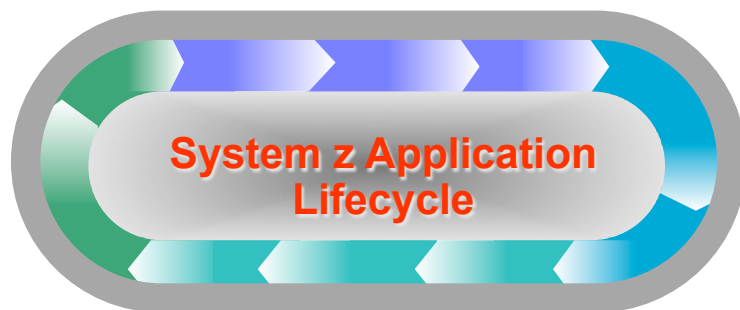
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Problem Determination Tools Studio



- **Rational Developer for System z**



CICS Explorer and IMS Explorer



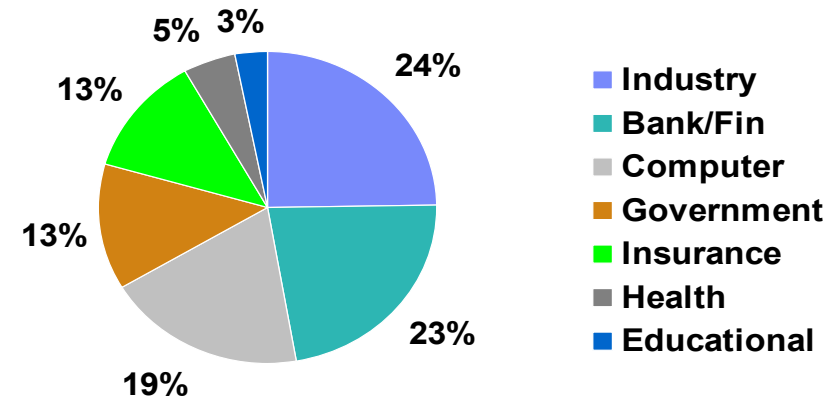
Approximately **1,800 customers** have acquired IBM's PD Tools 

What types of businesses?

Type of Tools	# of Customers migrated	Average # of product migrations per Customer
PD Tools	~1800	2 - 3

Several 100's of customers have migrated/purchased V12!

Customer Percentages by Area



Many large multi-national customers converted and are fully in production with world wide licenses

HSBC Argentina PD Tools Case Study 2012

- HSBC Argentina PD Tools Case Study: HSBC Bank Argentina cuts costs, increases developer productivity by 10 percent
 - Link to the case study on ibm.com :
 - http://www-01.ibm.com/software/success/cssdb.nsf/CS/RNAE-9364PL?OpenDocument&Site=default&cty=en_us
 - Link to the PDF (attached with the case study):
 - http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=AB&infotype=PM&appname=SWGE_ZS_SW_USEN&htmlfid=ZSC03148USEN&attachment=ZSC03148USEN.PDF

IBM Software

Case Study

HSBC Bank Argentina cuts costs, increases developer productivity by 10 percent



IBM Problem Determination Tools optimize development, testing and debugging processes

HSBC Bank Argentina S.A. - An International Bank in Argentina

Business Challenge

- Needed to reduce mainframe application development costs and quickly identify and fix root-cause issues impacting application performance and reliability

Solution

Using IBM Problem Determination Tools, the bank's development team modernized its processes for developing back-end IBM CICS applications.

- IBM Debug Tool for z/OS
- IBM Fault Analyzer for z/OS
- IBM File Manager for z/OS

Benefits

- Decreased abend-resolution time by approximately **40%**
- Increased programmer productivity by **10%**
- Decreased application development costs
- Improved application performance

Client Quote

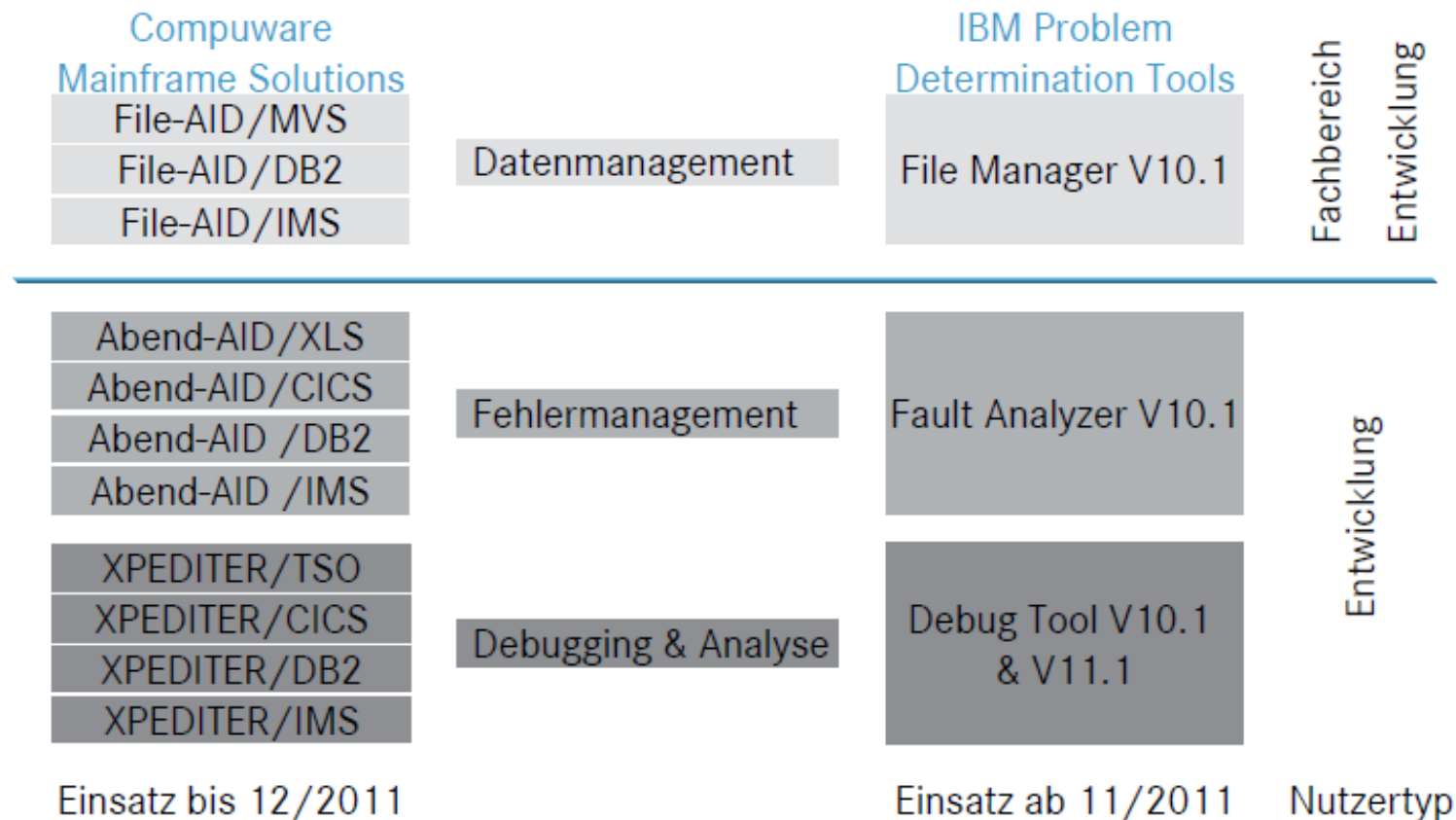
"We've increased programmer productivity by 10 percent and cut development costs. Not only that, but we've experienced significant decreases in the number of transaction failures within our applications."

DAIMLER

IBM PD Tools - Einführung

Migrationsprojekt

Welche Tools wurden substituiert?



IBM Problem Determination Tools - Einführung / Daimler AG, Oliver Döhle / 20.März 2012

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A Leader in Consumer Credit in Italy

Business Challenge

To align its activity with core business priorities, simplify and optimize its complex IT environment and reduce its operational labor while improving the quality of services. The client determined that it needed to gain better control over its CICS transaction server

Solution

- A set of tools used by application developers to perform management, testing, and analysis on mainframe applications and subsystems, including:
 - Debug Tool for z/OS
 - Fault Analyzer for z/OS
 - File Manager for z/OS
 - CICS Interdependency Analyzer
 - CICS Performance Analyzer
 - WebSphere on z/OS
 - Session Manager for z/OS
- The solution is an effective way for a business to become more agile

Benefits

- Gained the ability to fine-tune its CICS environment to ensure maximum efficiency
- A significant decrease in CPU consuming and optimization of application performance
- Ability to speed up new application changes and development
- Able to create a Multi-region CICS Environment to obtain a group of dependent resources. This helps in dividing the application framework to CICS regions.

A Large Bank in Sweden

Business Challenge

- Comply with overall cost-cutting initiatives by reducing software licensing costs for dump, abend and file manipulation tools
- Acquire key analysis and repair functionality

Solution

- Replaced existing third-party solutions with IBM Fault Analyzer for z/OS and IBM File Manager for z/OS, which are less expensive to license and upgrade
- Acquired the ability to browse, edit, copy and print IBM DB2, IBM IMS and IBM z/OS data

Benefits

- Reduced licensing and maintenance fees by **50 percent**
- Provided key functionality that the previous tools could not support without significant time and financial investments

Client Quote

“We are pleased with the WebSphere solutions, which offer considerable cost savings while providing much-needed new functionality. It’s now much easier to find and repair errors.”

A Healthcare Company in USA

Business Challenge

- Outsourced its data center, but, was in the process of moving to managed services. The software installed in the previous outsourced solution was a mix of ISV's software, however, the licensing costs were too high

Solution

Replaced the existing software with a number of IBM DB2 product solutions and the following IBM Problem Determination Tools:

- IBM Application Performance Analyzer for z/OS
- IBM Debug Tool for z/OS
- IBM Fault Analyzer for z/OS
- IBM File Manager for z/OS
- IBM Workload Simulator for z/OS & OS/390

Benefits

- Helped reduce tool maintenance and licensing costs while increasing productivity
- Freed up valuable resources by taking advantage of the autonomic features of the tools, the simplified operations and the added capabilities
- Provided a standardized common set of tools

A Financial Services Company in Sweden

Business Challenge

The client had been unimpressed with its previous ISV's problem determination tools it used to monitor its IT infrastructure. They were unhappy with the poor customer-vendor relationship and lack of updates to the tools. They also felt they were paying too much.

Solution

- IBM Application Performance Analyzer for z/OS, which helps tune applications and resolve performance constraints in online as well as batch environments
- Discovered the problem causing the performance degradation, and fixed the problem in less than one day
- Without Application Performance Analyzer, it would have taken over a week to even locate - let alone resolve - the problem.
- The client also purchased IBM Fault Analyzer for z/OS, IBM File Manager for z/OS and IBM Debug Tool for z/OS.

Benefits

- Reduced by **90 percent** the amount of time it spends tuning its programs and discovering performance bottlenecks
- Because it is easy to work with for junior staff, it freed senior system specialists for other tasks
- Over time, the client expects to reduce system maintenance costs

An Insurance Company in Sweden

Business Challenge

- Experiencing performance problems with its IMS DB/DC system, IBM DB2 data server, virtual storage access method (VSAM), assembler, PL/I insurance system, C++ programming language and COBOL programs.
- Had difficulty detecting performance bottlenecks

Solution

Implemented IBM Application Performance Analyzer for z/OS:

- Helps programmers and systems personnel tune applications and resolve performance constraints in online and batch environments
- Used during the development of new applications, as well as during performance testing, quality assurance and production

Benefits

- Reduced mainframe costs
- Improved the performance levels of its critical applications
- Provided essential help in locating problem areas and validating solutions

A Leading Global Information Services Company in UK

Business Challenge

- Spending a considerable amount of money on AD for its mainframe environment
- Wanted to make its mainframe flexible and modern, enabling it to deploy new applications
- Looking for more cost-effective and useful solutions to replace the existing products

Solution

Replaced existing vendor products with:

- IBM Application Performance Analyzer for z/OS allows the company's analysts and developers to deliver efficient, responsive applications that consumed minimum resources
- IBM Fault Analyzer for z/OS provides resolution assistance to application abends
- IBM File Manager for z/OS deals with a large suite of batch jobs previously completed with higher-cost vendor products

Benefits

- Improved the quality of its IT infrastructure
- Increased compliance levels
- Gained significant cost savings

A Leading Global Telecommunications Company in UK

Business Challenge

The client had been unimpressed with its previous ISV's problem determination tools it used to monitor its IT infrastructure. They were unhappy with the poor customer-vendor relationship and lack of updates to the tools. They also felt they were paying too much.

Solution

The client replaced its ISV tools with a suite of IBM Problem Determination tools including:

- IBM Application Performance Analyzer for z/OS
- IBM Debug Tool for z/OS
- IBM Fault Analyzer for z/OS
- IBM File Manager for z/OS
- IBM Workload Simulator for z/OS and OS/390

Benefits

- Delivered significant cost savings
- Provided numerous improved features and functions to improve the quality and compliance levels for its IT infrastructure

An Insurance Company in Germany

Business Challenge

The client had been using a suite of ISV software tools as part of its AD environment. The client was facing increased licensing costs due to the ISV's pricing structure. To reduce the total cost of ownership (TCO), the client needed to replace the ISV software with comparable tools that provided the same, if not more, functionality.

Solution

Based on its positive experience with IBM products, the client replaced its ISV software with the following suite of IBM software development tools to run in its IBM z/OS-based environment:

- IBM Application Performance Analyzer for z/OS
- IBM Debug Tool for z/OS
- IBM Fault Analyzer for z/OS

Benefits

- Effectively reduced software total cost of ownership because all product components are licensed as a single product
- Able to troubleshoot, analyze, and debug its development software easily and quickly, allowing their IT department to renew its focus on developing efficient applications for its own business processes

Customer references & surveys point to **IBM's Value** by providing a **better TCO** and **significant savings** over other ISVs

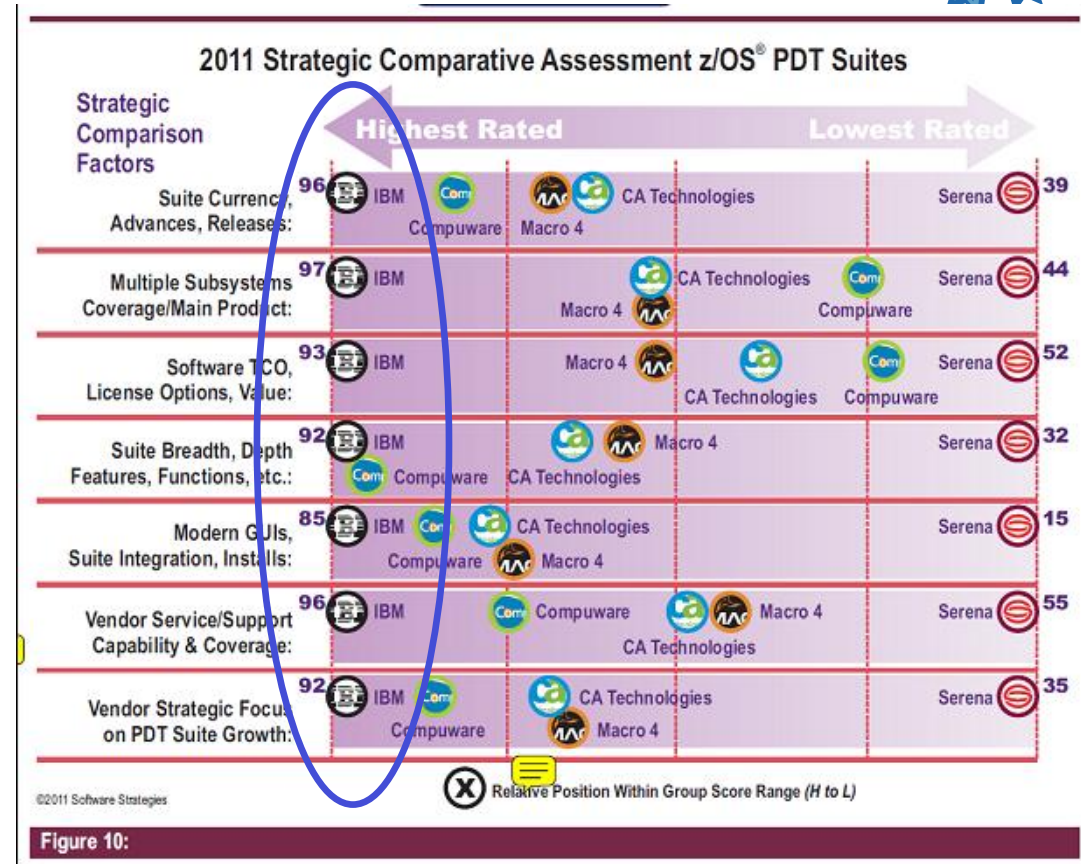
Type of Customer Industry	Savings	Why IBM ?
Financial Company	\$5M / 3 years	Customer became current on z/OS, DB2, CICS and unable to utilize current ISV tools. Additional functionality in core tools and in new release has confirmed decision to move to IBM PD Tools. (FA, FM, APA, DT, IPT, RDz),
Automobile Industry	\$4.7M / 2 years	Competitive replacement for core functions. (FA,FM, DT, APA, WSIM)
Major Energy Producer	\$2M	Multi-ISV replacement with PD Tools, DB2 Tools and Tivoli tools. Driven by TCO savings. (FA, FM)
Major Insurance Company	TCO	Replace competitive products on system with high CPU usage. TCO savings, quick conversion, quick training, liked high functionality.
Insurance Company	TCO	TCO savings, high function, competitive replacement. (APA, DT, FA)
Bank	50%	Entire portfolio replacement, need for platform currency. Chose IBM for multi-million dollar in savings, functional robustness, service and support. (FA,FM, DT, APA, WSIM)
Financial Services	TCO	Decrease # of tools, more flexible terms for capacity increases, and quick deployment (2 months). Achieved all objectives. (FA, FM, DT)

IBM Problem Determination Tools Wins Top Spot *Software Strategies Analyst Report, 2011*



• IBM's PD Tools Suite Extends Technology Lead:

- IBM successfully challenged existing vendors in this segment since 2000
- Modern, well-featured, fully integrated, inclusive, and good-value
- The latest suite (V11) has now extended clear technology, feature and functional leadership
- **Two reports Available**



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